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| Purpose: | The purpose of this policy is to provide information on refund to the student. | | | | | | | | | | | | |
| Reference: | ASQA – Standards for Registered Training Organisation (RTOs) 2015 | | | | | | | | | | | | |
| Who is responsible: | selectability Training employees, students and/or student employer | | | | | | | | | | | | |
| When: | As required | | | | | | | | | | | | |
| Definition/s: | | | | | | | | | | | | | |
| Policy: | <p>Depending on the circumstance, the student or the student’s employer (if the employer paid for the student’s fees) may be eligible for a refund as per the following schedule:</p> <table border="0"> <tr> <td>Withdrawal of individual/s <u>with 30 days’</u> notice from confirmation of enrolment date and prior to unit commencement.</td> <td>Full refund</td> </tr> <tr> <td>Withdrawal of individual/s <u>after confirmation of enrolment date and within 30 days of unit commencement.</u></td> <td>Partial refund The tuition fee will be adjusted to the fee payable for units commenced prior to cancellation advice</td> </tr> <tr> <td>Withdrawal of individual/s <u>after 30 days</u> from unit commencement.</td> <td>No refund</td> </tr> <tr> <td>Course withdrawn by selectability Training.</td> <td>Partial refund The tuition fee will be adjusted to the fee payable for units commenced prior to the course being withdrawn</td> </tr> <tr> <td>selectability Training is <u>unable to provide the course prior to the scheduled start of study date</u> for which the original enrolment and payment has been made.</td> <td>Full refund Partial or No refund – see below</td> </tr> <tr> <td>An individual’s <u>non-attendance</u> at a short course.</td> <td>No refund</td> </tr> </table> <p>Refund Terms and Conditions</p> <ul style="list-style-type: none"> ✓ if the student withdraws within the first four (4) weeks from the confirmation of enrolment date and has not commenced any units, a full refund will apply. ✓ if the student withdraws within the first four (4) weeks from confirmation of enrolment date and has completed some training, a partial refund of the tuition fee will apply. Refunds will be adjusted to the fee payable for units commenced prior to cancellation advice. | Withdrawal of individual/s <u>with 30 days’</u> notice from confirmation of enrolment date and prior to unit commencement. | Full refund | Withdrawal of individual/s <u>after confirmation of enrolment date and within 30 days of unit commencement.</u> | Partial refund The tuition fee will be adjusted to the fee payable for units commenced prior to cancellation advice | Withdrawal of individual/s <u>after 30 days</u> from unit commencement. | No refund | Course withdrawn by selectability Training. | Partial refund The tuition fee will be adjusted to the fee payable for units commenced prior to the course being withdrawn | selectability Training is <u>unable to provide the course prior to the scheduled start of study date</u> for which the original enrolment and payment has been made. | Full refund Partial or No refund – see below | An individual’s <u>non-attendance</u> at a short course. | No refund |
| Withdrawal of individual/s <u>with 30 days’</u> notice from confirmation of enrolment date and prior to unit commencement. | Full refund | | | | | | | | | | | | |
| Withdrawal of individual/s <u>after confirmation of enrolment date and within 30 days of unit commencement.</u> | Partial refund The tuition fee will be adjusted to the fee payable for units commenced prior to cancellation advice | | | | | | | | | | | | |
| Withdrawal of individual/s <u>after 30 days</u> from unit commencement. | No refund | | | | | | | | | | | | |
| Course withdrawn by selectability Training. | Partial refund The tuition fee will be adjusted to the fee payable for units commenced prior to the course being withdrawn | | | | | | | | | | | | |
| selectability Training is <u>unable to provide the course prior to the scheduled start of study date</u> for which the original enrolment and payment has been made. | Full refund Partial or No refund – see below | | | | | | | | | | | | |
| An individual’s <u>non-attendance</u> at a short course. | No refund | | | | | | | | | | | | |

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| | <ul style="list-style-type: none"> ✓ if the student withdraws <i>after</i> four (4) weeks from unit commencement, then they are not entitled to a refund. ✓ short courses are required to be paid in full prior to attending the course in order to secure a place. ✓ refunds will not apply when a student does not attend the course. <p>In the event that selectability Training closes or is no longer able to provide the training and assessment services as initially agreed between selectability Training and the student, then selectability Training will:</p> <ul style="list-style-type: none"> ✓ arrange for agreed training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfers students will be formally notified of the arrangements including any refunds of fees that may be applicable. <p>OR</p> <ul style="list-style-type: none"> ✓ provide a pro-rata refund based on hours completed to date for units that have been commenced prior to the course being withdrawn. <p>OR</p> <ul style="list-style-type: none"> ✓ provide a full refund. |
| Process: | <p>If you wish to apply for a refund, please complete the 'Student Refund Request Form' form available from our policies and procedures page.</p> <p>The application for refund may take up to 20 working days to be processed upon receipt of the form and any approvals will be at the discretion of selectability Training.</p> |
| Relevant Records: | <ul style="list-style-type: none"> ✓ Student Handbook |